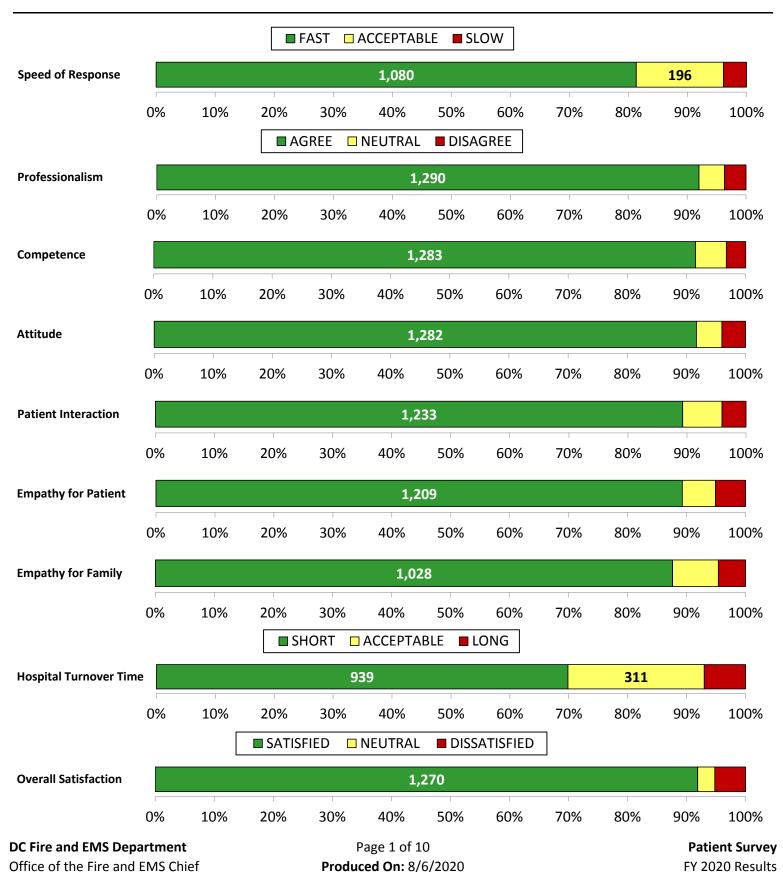
Patient Satisfaction Survey (FY 2020 Overview Results)

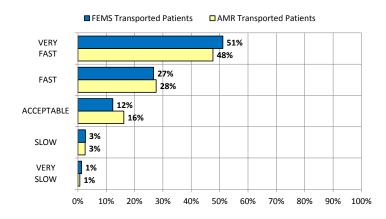
Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

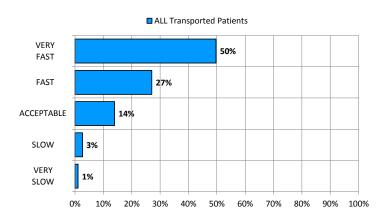


Patient Satisfaction Survey (FY 2020 Detailed Results)

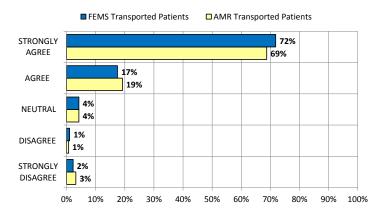
Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

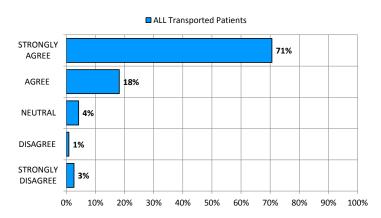
1. **(Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



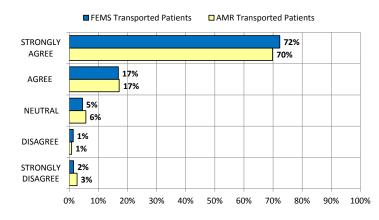


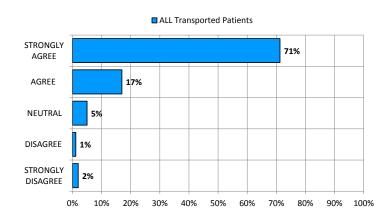
2. (Professionalism) Did Fire and EMS personnel look and act professional?





3. (Competence) Did Fire and EMS personnel seem competent and knowledgeable performing their duties?

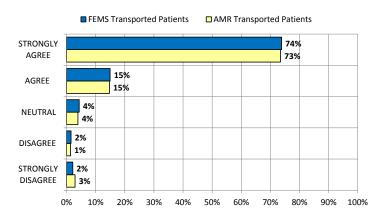


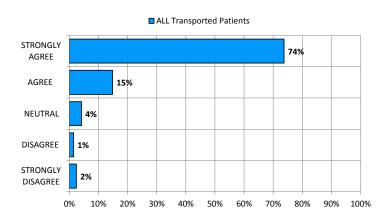


Patient Satisfaction Survey (FY 2020 Detailed Results)

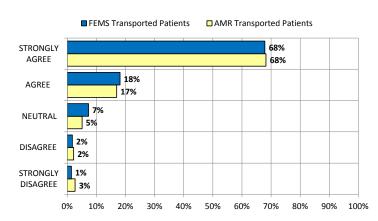
Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

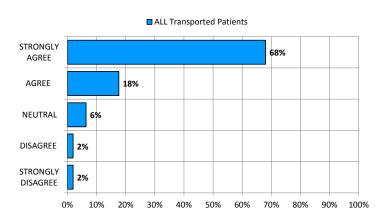
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



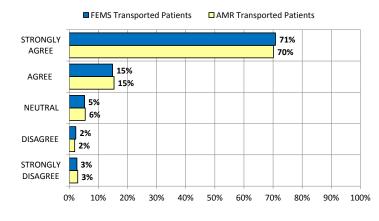


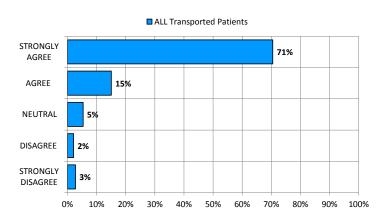
5. **(Patient Interaction)** Did Fire and EMS personnel keep you informed about what they were doing?





6. **(Empathy for Patient)** Did Fire and EMS personnel show concern about your comfort during transport to the hospital?

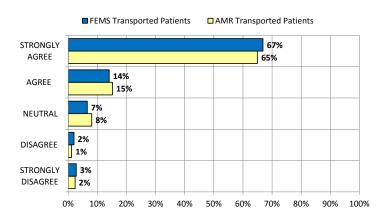


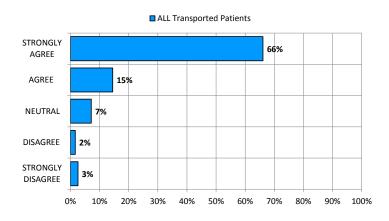


Patient Satisfaction Survey (FY 2020 Detailed Results)

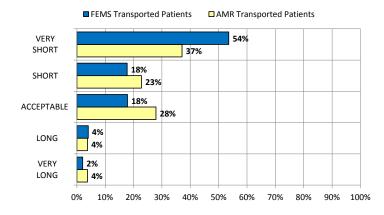
Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

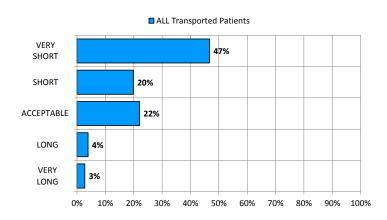
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



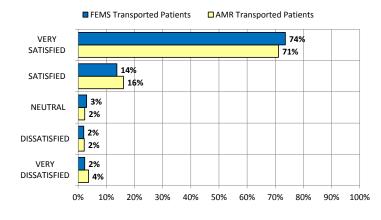


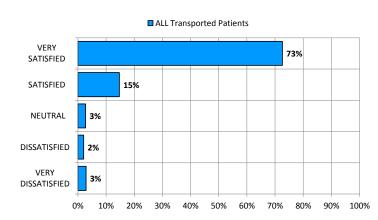
8. **(Hospital Turnover Time)** After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?





9. (Overall Satisfaction) Overall, how satisfied were you with the services you received?





Data	Description of Patient Survey Questions and Observations	Data Sub Category	Data Sub Category	Count of Patient	% Count of Patient
Measure #	, , ,	Measure #	Measure Description	Survey Record Entries	Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1	VERY SLOW	15	1%
Category	of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME)	2 3	SLOW ACCEPTABLE	37 196	3% 14%
Scorecard	Speed of Response?	4	FAST	381	27%
		5	VERY FAST	699	50%
		6	CAN'T ANSWER	0	0%
		7	BLANK	78	6%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	38	3%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	13 61	1% 4%
Scorecard	Professional Crew?	3 4	NEUTRAL AGREE	264	18%
		5	STRONGLY AGREE	1,026	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	52	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	29	2%
Catalana	performing their duties?	2	DISAGREE	17	1%
Category Scorecard	(CREW COMPETENCE)	3 4	NEUTRAL AGREE	73 247	5% 17%
Scorecard	Competent Crew?	5	STRONGLY AGREE	1,036	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	51	4%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	35	2%
Category	(CREW ATTITUDE)	2	DISAGREE	21	1%
Scorecard	Good Crew Attitude?	3	NEUTRAL	60	4%
		5	AGREE STRONGLY AGREE	215 1,067	15% 74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	50	3%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	28	2%
	they were doing?	2	DISAGREE	28	2%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	92	6%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	254	18%
		5 6	STRONGLY AGREE CAN'T ANSWER	979 0	68% 0%
		7	BLANK	58	4%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	39	3%
	during transport to the hospital?	2	DISAGREE	30	2%
Category	(CREW EMPATHY FOR PATIENT)	3	NEUTRAL	76	5%
Scorecard	Good Crew Empathy for Patient?	4	AGREE	213	15%
		<u>5</u>	STRONGLY AGREE CAN'T ANSWER	996 0	71% 0%
		7	BLANK	58	4%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	33	3%
	family members?	2	DISAGREE	21	2%
Category	(CREW EMPATHY FOR FAMILY)	3	NEUTRAL	91	7%
Scorecard	Good Crew Empathy for Family?	4	AGREE	185	15%
		5	STRONGLY AGREE	843	66%
		<u>6</u> 7	CAN'T ANSWER BLANK	0 102	0% 8%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	39	3%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	55	4%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	311	22%
	department?	4	SHORT	280	20%
Category	(PATIENT TURNOVER TIME)	5	VERY SHORT	659	47%
Scorecard	Speed of Patient Turnover at Hospital?	6 7	CAN'T ANSWER BLANK	0 67	0% 5%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	42	3%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	30	2%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	40	3%
		4	SATISFIED	214	15%
		5	VERY SATISFIED	1,056	73%
		6	CAN'T ANSWER	0	0%
11	Comments included?	7	BLANK YES	73 714	5% 47%
11	Comments included:	2	NO NO	714	53%
12	Name included?	1	YES	1,487	99%
		2	NO	18	1%
13	Telephone number included?	1	YES	1,304	87%
		2	NO	201	13%
14	E-mail included?	1 2	YES NO	704 801	47% 53%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME)	1	VERY SLOW	11	1%
Category		2 3	SLOW ACCEPTABLE	22 102	3% 12%
Scorecard	Speed of Response?	4	FAST	221	27%
		5	VERY FAST	423	51%
		6	CAN'T ANSWER	0	0%
		7	BLANK	48	6%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	19	2%
Category Scorecard	(CREW PROFESSIONALISM) Professional Crew?	2 3	DISAGREE NEUTRAL	9 36	1% 4%
Scorecard	riojessional crew:	4	AGREE	150	17%
		5	STRONGLY AGREE	617	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	28	3%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	13	2%
Catagoni	performing their duties?	2	DISAGREE	12 39	1%
Category Scorecard	(CREW COMPETENCE) Competent Crew?	3	NEUTRAL AGREE	145	5% 17%
Scorecard	competent crew:	5	STRONGLY AGREE	621	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	29	3%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	18	2%
Category	(CREW ATTITUDE)	2	DISAGREE	13	2%
Scorecard	Good Crew Attitude?	3 4	NEUTRAL	37 128	4% 15%
		5	AGREE STRONGLY AGREE	632	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	28	3%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	12	1%
	they were doing?	2	DISAGREE	15	2%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	62	7%
Scorecard	Good Crew/Patient Interaction?	5	AGREE	154	18%
		6	STRONGLY AGREE CAN'T ANSWER	577 0	68% 0%
		7	BLANK	30	4%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	22	3%
	during transport to the hospital?	2	DISAGREE	19	2%
Category	(CREW EMPATHY FOR PATIENT)	3	NEUTRAL	44	5%
Scorecard	Good Crew Empathy for Patient?	4	AGREE	124	15%
		5 6	STRONGLY AGREE CAN'T ANSWER	590 0	71% 0%
		7	BLANK	34	4%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	21	3%
	family members?	2	DISAGREE	15	2%
Category	(CREW EMPATHY FOR FAMILY)	3	NEUTRAL	50	7%
Scorecard	Good Crew Empathy for Family?	4	AGREE	108	14%
		5 6	STRONGLY AGREE	513 0	67% 0%
		7	CAN'T ANSWER BLANK	60	8%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	17	2%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	33	4%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	147	18%
	department?	4	SHORT	146	18%
Category	(PATIENT TURNOVER TIME)	5 6	VERY SHORT CAN'T ANSWER	441 0	54% 0%
Scorecard	Speed of Patient Turnover at Hospital?	7	BLANK	39	5%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	20	2%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	17	2%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	26	3%
		4	SATISFIED	118	14%
		5	VERY SATISFIED	632	74%
		6 7	CAN'T ANSWER BLANK	0 46	0% 5%
11	Comments included?	1	YES	435	48%
		2	NO	466	52%
12	Name included?	1	YES	892	99%
12		2	NO	9	1%
12					
13	Telephone number included?	1	YES	768	85%
	Telephone number included? E-mail included?	1 2 1	YES NO YES	768 133 418	85% 15% 46%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1	VERY SLOW	4	1%
	of Fire and EMS emergency vehicles?	2	SLOW	15	3%
Category	(OVERALL RESPONSE TIME)	3	ACCEPTABLE	94	16%
Scorecard	Speed of Response?	<u>4</u> 5	FAST	160	28%
		6	VERY FAST CAN'T ANSWER	276 0	48% 0%
		7	BLANK	30	5%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	19	3%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	4	1%
Scorecard	Professional Crew?	3	NEUTRAL	25	4%
		4	AGREE	114	19%
		5	STRONGLY AGREE	409	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	24	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	16	3%
Catagoni	performing their duties?	2 3	DISAGREE NEUTRAL	5 34	1% 6%
Category Scorecard	(CREW COMPETENCE)	4	AGREE	102	17%
Scorecard	Competent Crew?	5	STRONGLY AGREE	415	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	22	4%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	17	3%
Category	(CREW ATTITUDE)	2	DISAGREE	8	1%
Scorecard	Good Crew Attitude?	3	NEUTRAL	23	4%
		4	AGREE	87	15%
		5	STRONGLY AGREE	435	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	22	4%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	16	3%
	they were doing?	2	DISAGREE	13	2%
Category	(CREW INTERACTION WITH PATIENT)	3 4	NEUTRAL	30 100	5% 17%
Scorecard	Good Crew/Patient Interaction?	5	AGREE STRONGLY AGREE	402	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	28	5%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	17	3%
	during transport to the hospital?	2	DISAGREE	11	2%
Category	(CREW EMPATHY FOR PATIENT)	3	NEUTRAL	32	6%
Scorecard	Good Crew Empathy for Patient?	4	AGREE	89	15%
		5	STRONGLY AGREE	406	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	24	4%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	12	2%
Catanani	family members?	2 3	DISAGREE	6 41	1%
Category Scorecard	(CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?	4	NEUTRAL AGREE	77	8% 15%
Scorecard		5	STRONGLY AGREE	330	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	42	8%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance	1	VERY LONG	22	4%
		2	LONG	22	4%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	164	28%
	department?	4	SHORT	134	23%
Category	(PATIENT TURNOVER TIME)	5	VERY SHORT	218	37%
Scorecard	Speed of Patient Turnover at Hospital?	6 7	CAN'T ANSWER BLANK	0 28	0% 5%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	28	4%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	13	2%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	14	2%
		4	SATISFIED	96	16%
		5	VERY SATISFIED	424	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	27	5%
11	Comments included?	1	YES	279	46%
		2	NO	325	54%
12	Name included?	1 2	YES	595	99%
12			NO	9	1%
	Talanhan a namhar i a dada				
13	Telephone number included?	1	YES	536	89%
	Telephone number included? E-mail included?				

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1,2	SLOW	52	4%
6-1	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	196	15%
Category	(OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	FAST EXCLUDED	1,080 78	81% 6%
Scorecard	Speed of Response?	0,7	EXCLUDED	76	076
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	51	4%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	61	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,290	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	52	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	46	3%
	performing their duties?	3	NEUTRAL	73	5%
Category	(CREW COMPETENCE)	4,5	AGREE	1,283	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	51	4%
Scorecard	Competent Crew?				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	56	4%
Category	(CREW ATTITUDE)	3	NEUTRAL	60	4%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,282	92%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	50	3%
				-	
6	Did Fire and EMS personnel keep you informed about what they were doing?	1,2 3	DISAGREE	56 92	4% 7%
Category	(CREW INTERACTION WITH PATIENT)	4,5	NEUTRAL AGREE	1,233	89%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	58	4%
Scorecard	Good Crew/Patient Interaction?				.,,,
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	69	5%
	during transport to the hospital?	3	NEUTRAL	76	6%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	1,209	89%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Patient?	6,7	EXCLUDED	58	4%
Scorecaru	Good Crew Empathy for Futient:				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	54	5%
	family members?	3	NEUTRAL	91	8%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	1,028	88%
C	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	102	8%
Scorecard	Good Crew Empathy for Family?				
9	After being brought inside the hospital, how would you describe	1,2	LONG	94	7%
-	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	311	23%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	939	70%
	department?	6,7	EXCLUDED	67	5%
Category	(PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	Speed of Patient Turnover at Hospital?				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	72	5%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	40	3%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	4,5 6,7	SATISFIED EXCLUDED	1,270 73	92% 5%
Scorecaru	overall subspection with service:	0,7	ENCLODED	73	3/0
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	112	8%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	1,270	92%
Scorecard	2 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	6,7	EXCLUDED	73	5%
220.00010					
					l .

Page 8 of 10

Patient Survey Results for FEMS TRANSPORTED PATIENTS (Simplified Data Measures and Entries with Exclusions)

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1,2	SLOW	33	4%
6-1	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	102 644	13% 83%
Category	(OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	FAST EXCLUDED	48	6%
Scorecard	Speed of Response?	0,7	EXCLUDED	40	076
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	28	3%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	36	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	767	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	28	3%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	25	3%
	performing their duties?	3	NEUTRAL	39	5%
Category	(CREW COMPETENCE)	4,5	AGREE	766	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	29	3%
Scorecard	Competent Crew?				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	31	4%
Category	(CREW ATTITUDE)	3	NEUTRAL	37	4%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	760	92%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	28	3%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	27	3%
Catagoni	they were doing? (CREW INTERACTION WITH PATIENT)	3 4,5	NEUTRAL AGREE	62 731	8% 89%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	30	4%
Scorecard	Good Crew/Patient Interaction?				.,,,
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	41	5%
	during transport to the hospital?	3	NEUTRAL	44	6%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	714	89%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Patient?	6,7	EXCLUDED	34	4%
Scorecard	Good Crew Empacity for Futients				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	36	5%
	family members?	3	NEUTRAL	50	7%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	621	88%
Caanaaand	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	60	8%
Scorecard	Good Crew Empathy for Family?				
9	After being brought inside the hospital, how would you describe	1,2	LONG	50	6%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	147	19%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	587	75%
C: :	department?	6,7	EXCLUDED	39	5%
Category	(PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	Speed of Patient Turnover at Hospital?				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	37	5%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	26	3%
Scorocard	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	750 46	92%
Scorecard	Overall Satisfaction with Service?	6,7	EXCLUDED	46	5%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	63	8%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	750	92%
Scorecard	2 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	6,7	EXCLUDED	46	5%
Jeoreediu	overan sausjacuon wun service:				
		j			<u> </u>

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1,2	SLOW	19	3%
Catalana	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	94	17%
Category	(OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	FAST EXCLUDED	436 30	79% 5%
Scorecard	Speed of Response?	0,7	EXCLUDED	30	3/0
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	23	4%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	25	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	523	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	24	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	21	4%
	performing their duties?	3	NEUTRAL	34	6%
Category	(CREW COMPETENCE)	4,5	AGREE	517	90%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	22	4%
Scorecard	Competent Crew?				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	25	4%
Category	(CREW ATTITUDE)	3	NEUTRAL	23	4%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	522	92%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	22	4%
6	Did Fire and EMS personnel keep you informed about what they were doing?	1,2 3	DISAGREE	29 30	5% 5%
Category	(CREW INTERACTION WITH PATIENT)	4,5	NEUTRAL AGREE	502	89%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	28	5%
Scorecard	Good Crew/Patient Interaction?				
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	28	5%
	during transport to the hospital?	3	NEUTRAL	32	6%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	495	89%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Patient?	6,7	EXCLUDED	24	4%
Scorecura	Good elett Emparity for Fallent.				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	18	4%
	family members?	3	NEUTRAL	41	9%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	407	87%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Family?	6,7	EXCLUDED	42	8%
Scorecaru	Good Crew Empathy for running:				
9	After being brought inside the hospital, how would you describe	1,2	LONG	44	8%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	164	29%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	352	63%
C-1-	department?	6,7	EXCLUDED	28	5%
Category	(PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	Speed of Patient Turnover at Hospital?				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	35	6%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	14	2%
Scorocard	3 Category (Collapsed), "EXCLUDED" not counted.	4,5 <mark>6,7</mark>	SATISFIED	520	91%
Scorecard	Overall Satisfaction with Service?	0,7	EXCLUDED	27	5%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	49	9%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	520	91%
Corner	2 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	27	5%
Scorecard	Overall Satisfaction with Service?				